



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES
ANDREW JACKSON BUILDING, 15th FLOOR
500 DEADERICK STREET
NASHVILLE, TENNESSEE 37243**

MEMORANDUM

To: All Providers

From: Stephen H. Norris
Deputy Commissioner

Date: February 9, 2005

Subject: Provider Manual Training

A handwritten signature in black ink, appearing to be "SHN", is written over the "From:" line of the memorandum.

Currently, informational sessions are being held in each region to provide an overview of the significant changes in the "draft" Provider Manual. While there are minor changes that may occur, training for your staff on the "draft" Provider Manual should begin immediately. Training regarding the requirements of the Provider Manual for all agency staff including direct support staff should be **specific to their job responsibilities**. For example, direct support staff **would not** be expected to have an understanding of the rate restructure. This training must be completed by March 15, 2005. Documentation of this training should be maintained in their personnel file as with any other training requirement. This documentation should include the following information: name of presenter, date, time, and location of training session as well as a signature of the staff person acknowledging receipt of the training.

If you have any further questions or concerns, please contact your Regional Office Training Coordinator:

| | | |
|-----------|----------------|-------------------------|
| West TN | Loretta Motley | (901) 213-1813 |
| Middle TN | Tina Mount | (615) 884-1939 |
| East TN | Alice Taylor | (423) 787-6757 ext. 112 |

SHN:kd

cc: CO Directors
Regional QE Directors
Regional Training Coordinators
Regional Operations Directors
Regional Directors